



Federal Communications Commission
Consumer & Governmental Affairs Bureau
Washington, D.C. 20554

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Federal Communications Commission
Office of the Secretary

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The Honorable Elizabeth Dole
United States Senator
310 New Bern Avenue
Suite 122
Raleigh, NC 27601

Dear Senator Dole:

Thank you for your letter of April 14, 2005, to the Federal Communications Commission (Commission or FCC), on behalf of your constituent, Mr. Bryan Godwin, expressing his concerns regarding Video Relay Service (VRS), a form of telecommunications relay service (TRS). Your correspondence was forwarded to the Commission's Consumer & Governmental Affairs Bureau for handling.

Mr. Godwin's letter states that he is experiencing wait times of 15 to 45 minutes to reach a VRS operator when using Sorenson's VP-100 videophone. He raises concerns over this wait time during a potential emergency situation, and he expresses displeasure with the D-Link, another videophone product.

Mr. Godwin's concerns relate to two issues currently being considered by the FCC: interoperability of equipment used to access VRS, and the "speed of answer" for VRS. On February 15, 2005, the California Coalition of Agencies Serving the Deaf and Hard of Hearing filed a Petition for Declaratory Ruling on Interoperability, requesting that the FCC prohibit any VRS provider that receives compensation from the Interstate Telecommunications Relay Service (TRS) Fund from purposely restricting its deaf and hard-of-hearing customers to a single VRS provider via the software or hardware of their VRS equipment or through exclusivity agreements with those customers. On March 1, 2005, the FCC released a Public Notice (DA 05-509) seeking public comment on this issue. Comments were due April 15, 2005, and reply comments are due by May 2, 2005. This issue is therefore pending before the Commission.

Because VRS is not a mandatory form of TRS, several standards applicable to other forms of TRS do not currently apply to VRS. For example, there is currently no speed of answer requirement for VRS mandating how quickly a VRS provider must answer an incoming VRS call. However, this issue was raised in the Further Notice of Proposed Rulemaking (FNPRM) that the Commission released on June 30, 2004 (FCC 04-137), seeking comment on various matters concerning the provision,

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regulation, and compensation of VRS. The Commission sought further comment on the speed of answer issue in a Public Notice released on February 8, 2005 (05-339). The speed of answer issue for VRS, as well as the issue of interoperability, will be addressed in a future order.

VRS continues to grow rapidly in popularity. In fact, although VRS has been widely used only for the past three years, in the past six months alone the use of VRS has increased from 943,747 minutes in July 2004, to 1,574,378 minutes in February 2005.

To the extent Mr. Godwin has concerns about the provision of VRS, we encourage him to actively participate in proceedings before the Commission to ensure that his opinions are expressed and considered fully. The Commission has available an e-mail service designed to apprise consumers about developments at the Commission, to disseminate consumer information materials prepared by the Commission to a wide audience, and to invite comments from other parties on Commission regulatory proposals. This free service enables consumers to subscribe to and receive FCC fact sheets, consumer brochures and alerts, and public notices, among other consumer information. To subscribe, Mr. Godwin should send an e-mail to subscribe@info.fcc.gov and, in either the subject line or the message insert: "subscribe fcc-consumer-info first name last name" (e.g., "subscribe fcc-consumer-info John Doe").

The Commission also invites Mr. Godwin to visit the Consumer & Governmental Affairs Bureau's Internet web site at <http://www.fcc.gov/cgb> or the Commission's Home Page located at <http://www.fcc.gov>.

A copy of Mr. Godwin's correspondence has been placed in the public record for these proceedings. The Commission appreciates your inquiry. Please do not hesitate to contact us if you have further questions.

Sincerely,



Jay Keithley
Deputy Bureau Chief
Consumer & Governmental Affairs Bureau

ELIZABETH DOLE
NORTH CAROLINA

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United States Senate

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April 14, 2005

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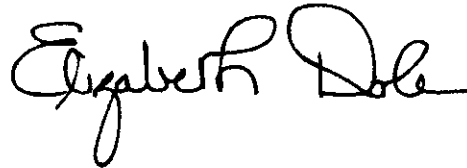
Ms. Diane Atkinson
Congressional Liaison Specialist
Federal Communications Commission
445 12th Street, S.W., Room 8-C453
Washington, D.C. 20554

Dear Ms. Atkinson:

A constituent has contacted my office requesting assistance from your agency. Please review the attached information regarding Mr. Bryan Godwin, 603 Greenfield Drive, Erwin, NC 28339.

Please give Mr. Godwin's concerns your full attention, and kindly report your findings to Esther Clark in my Raleigh office, 310 New Bern Avenue, Suite 122, Raleigh, North Carolina 27601.

With my warmest best wishes,



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CEB
Recey
D/Sib
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603 Greenfield DR.
28339 Dunn, NC

Senator Elizabeth Dole
Raleigh Office:
310 New Bern Avenue
Suite 122
Raleigh, NC 27601

Dear Senator Dole

I have sent a letter to the Federal Communicative Commission, FCC, regarding the Sorenson VP-100, VP is a videophone. We had some complaints with the videophone, it has its flaws but they are flaws that can be fixed but it seems as the FCC doesn't try to fix them for us. We are customers of the videophones; they should give their time to us.

The VP's flaws are, when I need to call the relay services, it takes about 15 to 45 minutes to just to say hello to an operator. Case scenario, suppose something happened to someone in my house and I got no phone or any device to contact anyone with, I would have to use the VRS (Video Relay Services on VP) but it would take me a long time to contact a hospital or a hearing friend. So if that happens, I probably cannot "save" that person's life.

I also have couple more of complaints, they have another VP called D-Link, and it has faster speed on VRS but lousy image and slow to call another person. It is also required to use the IP address to use the D-Link, I don't like that because some people probably doesn't have a IP address, no offense to the FCC but they are stupid to allow the companies to use the D-Link because it is really useless. I would like for you to try your best to follow up on this please, thank you very much.

Sincerely,

Bryan Godwin

Bryan Godwin

North Carolina constituent

Bryan Glenn Godwin
603 Greenfield DR.
Dunn, NC 28339

Federal Communicative Commission
Attn: Consumer & Governmental Affairs Bureau, Consumer Comparison
445 12th street SW.
Washington, DC. 20544

Dear, FCC

I am writing this letter in regards of the petition to require VRS interoperability, I support that petition because when I use the VRS on the VP, it takes too much of my time to just contact an operator. I had enough of the VRS services taking up too much of my time; I would like to suggest more operators or faster services, or special area of calls for emergency calls.

Also, the D-Link is the most useless thing I ever seen because you have to use its IP address to just make a call, the IP address always changes too often. I don't like it when I try to call my friends that use D-Link to chat with them or if they are trying to call me and they need to know my IP address, it is too much work to use IP address, all we need is just the phone number and we will be fine.

In my opinion, you don't even need the D-Link, the VP-100 is fine, why make another one for? Let me guess, for money huh? To be honest it is stupid to be manufacturing two kinds of VP's, we are glad with the Sorenson VP-100. Please take this letter into deep consideration.

Thank you for reading this letter.

Sincerely,

Bryan Godwin

Bryan Godwin

CC: Senator Elizabeth Dole
Senator Richard Burr
Honorable Bob Etheridge